



Autobooks works hard to make small business banking simple. Through our partnerships with banks and credit unions, small business owners have access to a modern suite that makes business banking easier.

When you join Autobooks, you're joining a team dedicated to small business growth. We want your ideas, passion and experience to continue improving what we offer.

Our downtown Detroit HQ is in the vibrant Madison building, named one of the World's Coolest Offices by Inc. Magazine. Autobooks also has a growing presence in Texas with a satellite office in Austin; and offers flexible, remote work environments for certain roles.

Ready to help change what it means to do small business? Let's talk.

The Role: *Customer Success Representative*

As a Customer Success Representative you will provide our SMB customers with the support they need to grow their small businesses on Autobooks. Customer Success Representatives manage our day-to-day inbound inquiries from SMB customers who are looking for fast and friendly help in navigating their way around the Autobooks platform and getting answers to product-related questions. You should be a naturally positive and empathetic individual, with great communication skills and an affinity towards helping small business owners, and not afraid to dig into some analytics from time to time. Comfort speaking on the phone is a must, and familiarity with customer support software is highly recommended. Past experience working in a support role at a software company is encouraged.

Responsibilities:

- Develop a deep knowledge of the Autobooks software suite
- Partner with SMBs to resolve issues through phone, email, and live chat
- Answer how-to questions and help customers navigate a variety of use-cases in Autobooks
- Diagnose software issues and engage with our Product and Engineering teams using established processes
- Possess a holistic understanding of the unique challenges small business owners face
- Work with leadership to identify high-revenue SMBs and seek to grow their adoption of the Autobooks platform
- Provide support and guidance to SMBs of all types and sizes using Autobooks
- Develop trust and rapport among SMBs to reduce their churn of the Autobooks platform
- Communicate thoughtful, customized solutions to SMBs to help them successfully rely on Autobooks to manage their business



- Show composure, resilience, and flexibility as customer needs evolve and case volume fluctuates
- Participate in sales and handoff meetings to schedule and determine the scope of the project.
- May call small businesses to assist in rollout sign up activities.

Required Experience/Skills:

- Familiarity with customer support software
- Spoken and written conversational skills and ease
- Collaborative, fast-moving, and comfortable with change
- Past experience in customer support or customer facing roles
- High levels of empathy, patience, and problem-solving abilities
- Experience helping customers of software applications resolve problems

Benefits and Perks:

- Flexible, entrepreneurial work environment
- Open and fun workspace in the M@dison Building in downtown Detroit
- Casual dress code
- Healthcare--health insurance, dental and vision coverage, life insurance
- 401k plan
- Free parking

Job Location:

- Detroit, MI

A flexible, entrepreneurial work environment and team atmosphere makes this a great place to work. Please provide a complete resume and work history detailing your qualifications and experience to careers@autobooks.co and indicate "Customer Success Representative" as the subject. To learn more about us, visit www.autobooks.co.